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Governor

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State of Wisconsin
Department of Health and Family Services

DIVISION OF QUALITY ASSURANCE

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DQA Memo 08-006

To:	Ambulatory Surgery Centers	ASC	02
	Comprehensive Outpatient Rehabilitation Facilities	CORF	01
	End Stage Renal Dialysis Units	ESRD	01
	Home Health Agencies	HHA	02
	Hospices	HSPCE	04
	Hospitals	HOSP	04
	Outpatient Physical Therapy/Speech Language Pathology Services	OPT/SP	01
	Rural Health Clinics	RHC	01

From: Cremear Mims, Director
Bureau of Health Services

cc: Otis Woods, Division Administrator
Division of Quality Assurance

Non Long Term Care (LTC) Complaint Contact Information

Non-Long Term Care (LTC) providers (Ambulatory Surgery Centers, Outpatient Physical Therapy/Speech Language Pathology Services, End Stage Renal Dialysis Units, Home Health Agencies, Hospices, Hospitals, Outpatient Rehabilitation Facilities, and Rural Health Clinics) may now provide the phone number of the non-LTC Complaint Coordinator, Helen Brewster, Bureau of Health Services (BHS), to patients or others who desire to make a complaint about potential violation of licensure or certification regulations. This phone number is (608) 266-0224. In Ms. Brewster's absence, phone messages to (608) 266-0224 will zero out to the main BHS phone, (608) 264-9888, and will then be directed to another staff for timely response.

Hospitals are required under patient rights regulations to provide patients with contact information for the Division of Quality Assurance (DQA). Hospitals may now provide Helen Brewster's phone number, and may also continue to distribute materials that provide the Bureau of Health Services main phone number, (608) 264-9888.

Home Health Agencies must continue to provide patients with the toll-free phone number of the federally-funded Home Health Hotline. The Hotline number remains 1 (800) 642-6552. The Hotline is a voice message center that is checked periodically during the work day by Ms. Brewster or other DQA staff.